



Yewcroft Community Mental Health Team (CMHT)

Relocation to Main House – Service User Frequently Asked Questions

These FAQs aim to explain what the move to Main House may mean for you, answer common questions, and outline how we will support you throughout the process.

1. Why are we moving?

The current building at the Barberry site has limitations such as space, parking, and building condition, which can affect how comfortably services are delivered.

Moving to Main House will:

- Provide more space and improved facilities
 - Create a more comfortable and safer environment
 - Support better joined up working with other teams
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2. Where is Main House located?

📍 **Hollymoor Way, B31 5HE**

Getting there (please scan the QR code to view Main House on Google maps)



- **Bus routes:** 11A, 27, 39, 39A, 55, 61
 - **Train:** Longbridge (approx. 20-minute walk)
 - **Parking:** 54 car spaces (plus 4 disabled), bike storage available.
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3. Will my care change?

No.

You will:



- Continue seeing the same team wherever possible
- Receive the same level of care

If anything changes, we will inform you in advance.

4. What will be different at Main House?

At Main House you may notice:

- Larger and more comfortable waiting area
- Improved clinic rooms
- More teams working in one place
- A service user garden space

We aim to make the environment more welcoming and easier to use.

5. Is the building accessible?

Yes. Main House includes:

- Step-free access
- Accessible toilets
- Disabled parking spaces

If you have specific needs (e.g. mobility, sensory sensitivities, language support), please tell your clinician so we can support you.

6. How will I be supported during the move?

We will:

- Keep you updated by letter, phone, or through your clinician
- Listen to your concerns and feedback
- We are also looking into the following offers to support our service users:
 - Additional clinics (in a different area) to support with the transition and move (agreed individually with clinical team).
 - Telephone / video appointments will continue where this is clinically appropriate.



- Flexible access/appointment arrangements to help meet individual needs and support continuity of care (agreed individually with clinical team).
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7. When is the move happening?

- Clinics expected to start week commencing 10th August 2026.

If this changes, you will be informed.

8. Will all staff move?

Yes, all staff working within Yewcroft CMHT will be moving to Main House. Your main contacts will remain the same wherever possible.

9. What if I am worried about travelling?

Please speak to your clinician/care coordinator. We may be able to:

- Offer flexible appointment options
 - Help plan your journey
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10. What should I do in a crisis?

If you need urgent help:

Crisis planning and access to services is not changing. Please ensure you discuss this and agree with the clinician who you have your appointments with and they can provide a copy of your care plan which will also have this information included.

- Contact your care coordinator or Yewcroft CMHT during working hours
 - Outside hours, contact NHS 111 or your local crisis team
 - In an emergency, call **999**
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11. How can I give feedback or ask questions?

- Email: bsmhft.yewcroftr relocationproject@nhs.net
- Speak to any member of the Yewcroft CMHT team